

### HOUSING SERVICES SPECIALIST I/II

# Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of administrative technical and clerical duties involved in the implementation of the City's assisted housing programs; to perform specialized field and office work to provide housing assistance to residents, individuals and families, and to promote affordable housing opportunities through rental assistance and first-time homebuyer programs.

### **Supervision Received and Exercised:**

Receives direct supervision from the Housing Services Supervisor.

Receives general supervision from the Housing Services Manager or from other supervisory or management staff.

# **Distinguishing Characteristics:**

## Housing Services Specialist I

The Housing Services Specialist I is the entry-level class in the Housing Services Specialist series. This class is distinguished from the Housing Services Specialist II by the performance of more routine tasks and duties assigned to positions within the series.

# Housing Services Specialist II

The Housing Services Specialist II is the full journey level class within the series. Employees within this class are distinguished from the Housing Services Specialist I by the performance of the full range of duties as assigned including more complex work assignments. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in these classes are flexibly staffed. Appointment to the Housing Services Specialist II level requires that the employee is satisfactorily performing the full range of duties assigned to the II level class and meets the minimum requirements for the class.

### **Essential Functions:**

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Housing Services Specialist I/II (continued)

Duties may include, but are not limited to, the following:

• Provide information and educate tenants, owners, and landlords regarding housing

quality standards, and housing assistance policies, rules, and regulations.

Accept and process housing assistance pre-applications and applications; maintain list

of applicants;

Negotiate with and notify owner of determinations with respect to their offers and

proposals.

Interview applicants and participants to determine eligibility and continuing eligibility for

housing programs; certify financial eligibility for housing assistance programs.

• Compute tenant rent amounts; compute housing assistance payment amount; process

rental assistance overpayments; collect money on overpayment accounts; maintain

records.

Prepare and maintain required records, files and reports of activities.

Negotiate and prepare lease agreements and contracts.

Schedule inspection appointments for initial tenants and annual reviews for tenants on

program; may conduct Housing Quality Standards inspections.

Conduct rent reasonableness surveys

Assist in mediating differences between participants and landlords.

Investigate suspected fraud or abuse and, if necessary, prepare and present

documentation at informal reviews and hearings.

Perform related duties as assigned.

**Minimum Qualifications:** 

Experience:

Housing Services Specialist I

One year of responsible experience in assisted housing programs, housing revitalization

programs or affordable housing programs or directly related to the core functions of this

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Housing Services Specialist I/II (continued)

position. Experience with Section 8 and/or CDBG, HOME or other housing grant programs is desirable. Bilingual skills are also desirable.

### Housing Services Specialist II

Two years responsible experience in assisted housing programs, housing revitalization programs or affordable housing programs or directly related to the core functions of this position. Experience with Section 8 and/or CDBG, HOME or other housing grant programs is desirable. Bilingual skills are also desirable.

#### **Education:**

For both levels, the equivalent to the completion of the twelfth grade is required.

#### **Licenses/Certifications:**

None

### **Examples of Physical and/or Mental Activities:**

(Pending)

#### **Competencies:**

(Pending)

Job Code: 150/166

Status: Non-Exempt / Classified